

Nazeem Massoom Dickey

IT Support and Network Technician

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PROFESSIONAL SUMMARY

Entry-level IT support and network technician with freelance experience configuring home routers and resolving Windows, Ethernet, DNS, and PC hardware issues. Operates a documented three-node Proxmox environment and builds Cisco IOS labs focused on switching, routing, and break-fix validation.

TECHNICAL SKILLS

Support	Windows 10/11, PC hardware, router setup, user communication, documentation, escalation
Networking	TCP/IP, Ethernet, Wi-Fi, DNS, DHCP, VLANs, Cisco IOS, OSPF, NAT/PAT, ACLs
Infrastructure	Proxmox VE, OPNsense, Linux, Windows Server, Docker, LXC, managed switching
Operations	Troubleshooting, validation, backups, monitoring, recovery planning, change documentation

TECHNICAL EXPERIENCE

Freelance IT Support Technician

Self-employed | Boynton Beach, FL

Jun 2024 – Present

- Configure home routers and resolve Wi-Fi, Ethernet, DNS, Windows, and PC hardware issues for local clients, then explain fixes in plain language.
- Restored expected download performance within five minutes by tracing a 100 Mbps negotiated Ethernet link to a faulty cable and validating its replacement.
- Returned a no-boot PC to service in about one minute by checking the motherboard slot layout and reseating moved memory in a supported paired configuration.
- Restored domain lookup and browsing within five minutes by separating DNS failure from general connectivity and switching to a working Cloudflare resolver.

SELECTED TECHNICAL PROJECTS

Three-node Segmented Homelab

Proxmox VE | OPNsense | Managed switching | VLANs

2025 – Present

- Operate a three-node virtualization environment with separate network zones for management, storage, internal services, public services, and guests.
- Restored cluster quorum after a switch migration, repaired an OPNsense captive-portal binding, and migrated client DNS to Technitium with validation and recovery notes.

Cisco IOS Campus Practice System

Cisco CML | IPv4/IPv6 | OSPF | VLANs | NAT/PAT | ACLs

2026

- Built a reusable five-node dual-stack campus lab covering VLANs, trunks, EtherChannel, DHCP, NAT/PAT, ACLs, and OSPFv2/v3.
- Created blank, guided, and answer-key variants plus five break-fix tickets and show-command validation checklists.

Windows Active Directory and Ticketing Lab

Windows Server 2025 | Active Directory | DNS | GLPI | LDAPS | PKI

2026

- Built a Windows Server 2025 Active Directory domain (AD DS and DNS) in a home lab; practiced help-desk tasks including user and organizational-unit creation, password resets, and group management.
- Integrated a self-hosted GLPI ticketing system with the domain over encrypted LDAPS, secured by an Active Directory certificate authority, and worked sample tickets from intake to resolution.

EDUCATION AND CERTIFICATIONS

SouthTech Academy	High School Diploma, May 2026 Boynton Beach, FL Honor Roll and honors coursework
Certifications	CompTIA A+, Network+, Security+, CySA+ Cisco CCST IT Support, Networking, Cybersecurity Microsoft AZ-900, SC-900

RECOGNITION

- 1st Place, SkillsUSA Florida Internetworking, Apr 2026
- SkillsUSA NLSC National Competitor, Jun 2026
- CyberLaunch USF State Championship Qualifier

COMMUNITY INVOLVEMENT

Center for Child Counseling

Community Event Volunteer | Jun 2024 - Jan 2026

Supported inventory, supply distribution, event setup, activities, and guest-facing logistics.